Augmenting Sensemaking

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Outline

- Overview of Sensemaking
- Collaboration Envelopes™
- Work to Date
- Augmenting Sensemaking Conversations

What is *Sensemaking*?

- Incomplete Discovery
- Inaccurate Interpretation
- Imperfect Action:
  - fail in some way
  - alter the situation in some unknowable way

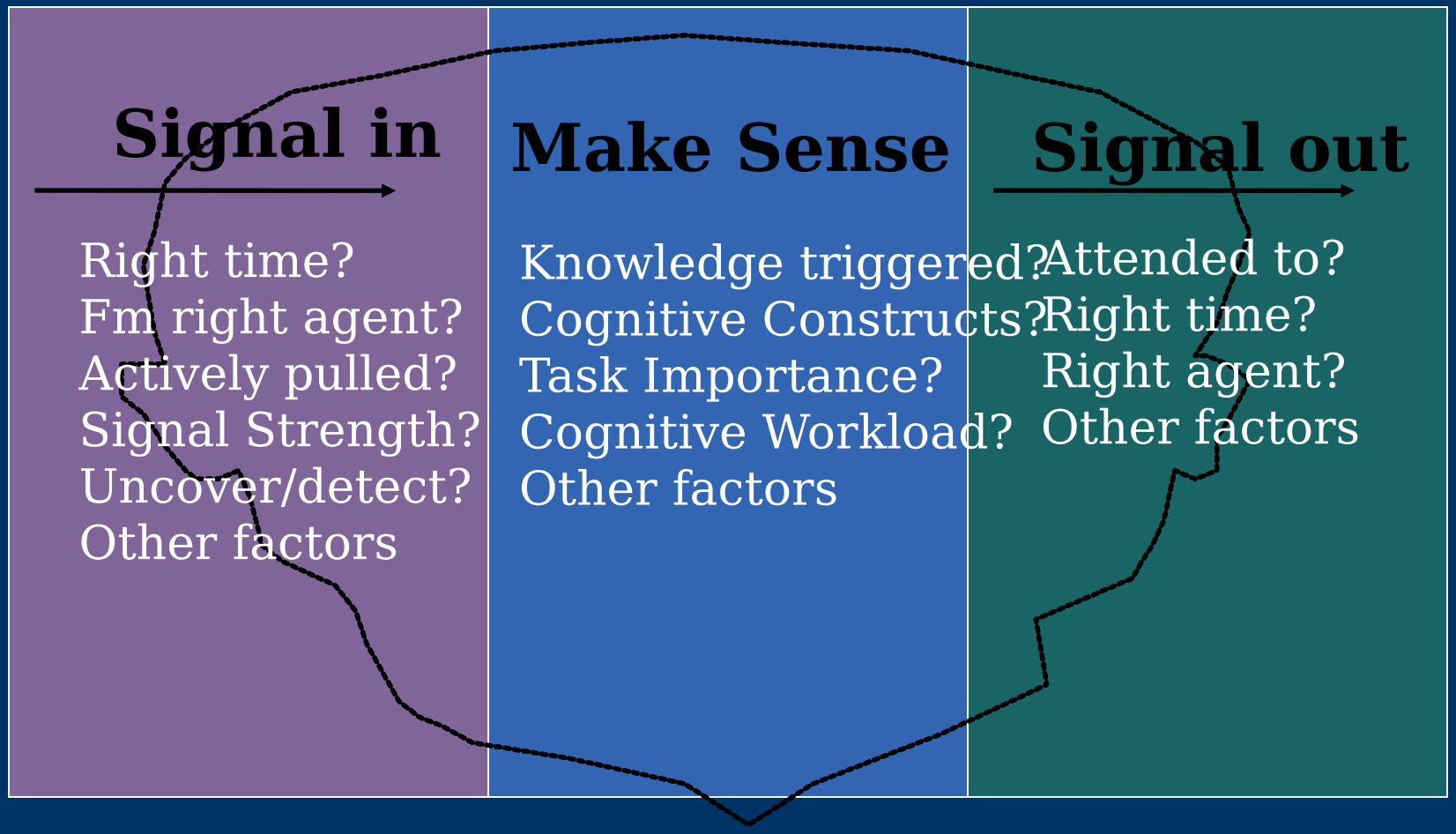
Discovering, Interpreting, and Acting To Create

Sensemaking vs. Decision-making?

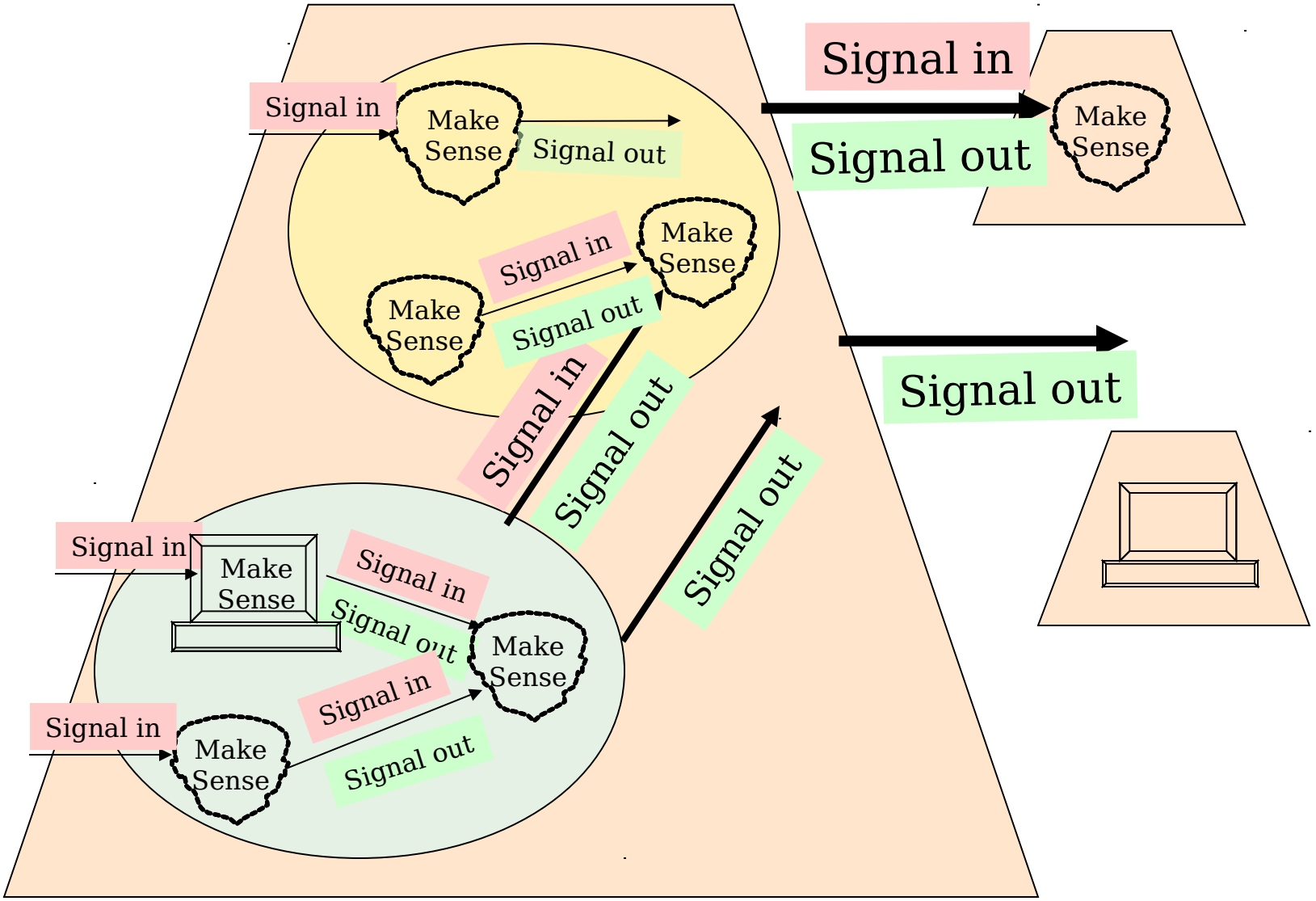
- Level 1: Special, tough decision-making

  (Discover + Make Sense), Act
- Level 2: Phase of process
  - Make sense
  - Run out of time
- Relationship to Natural Decision-making

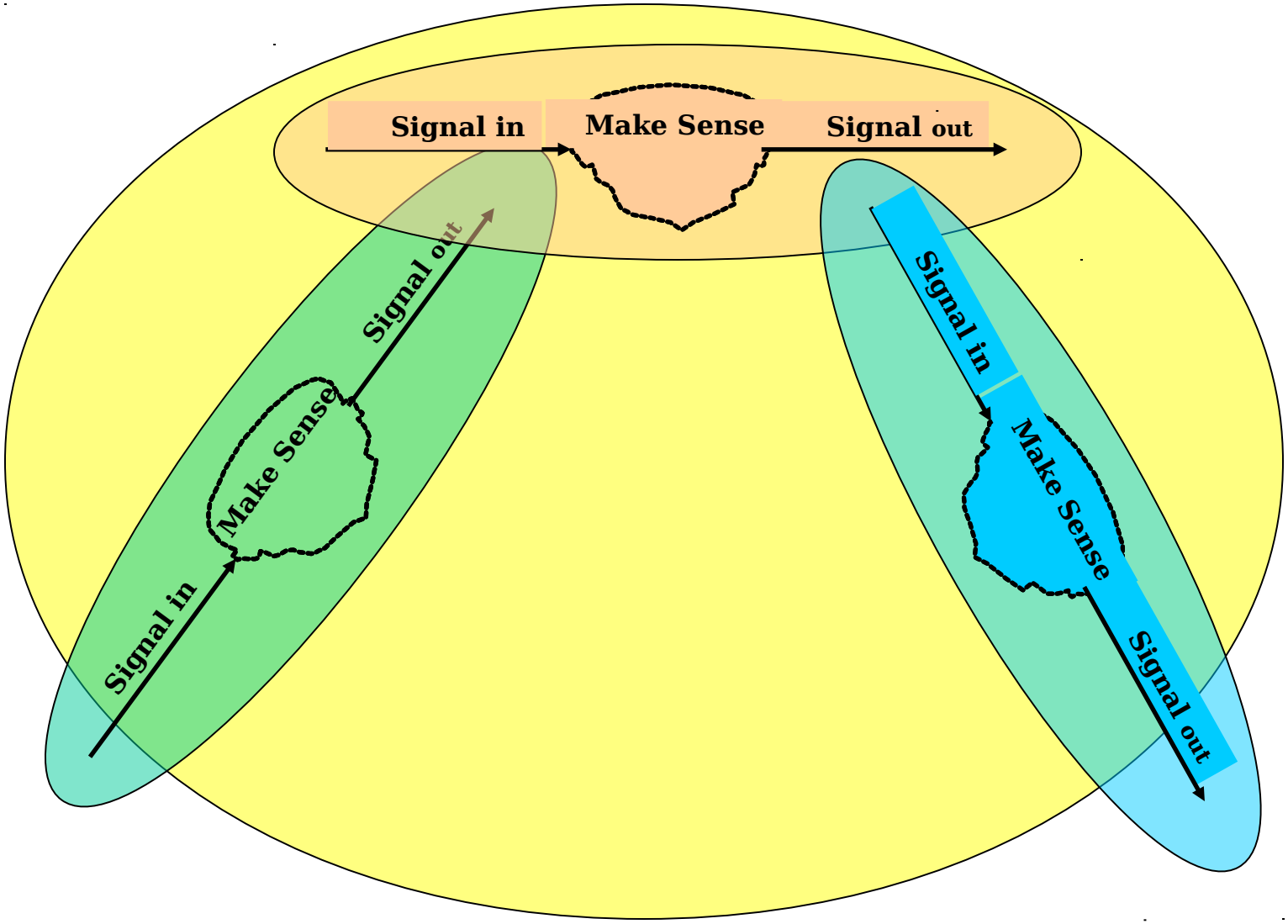
Sensemaking Cycle



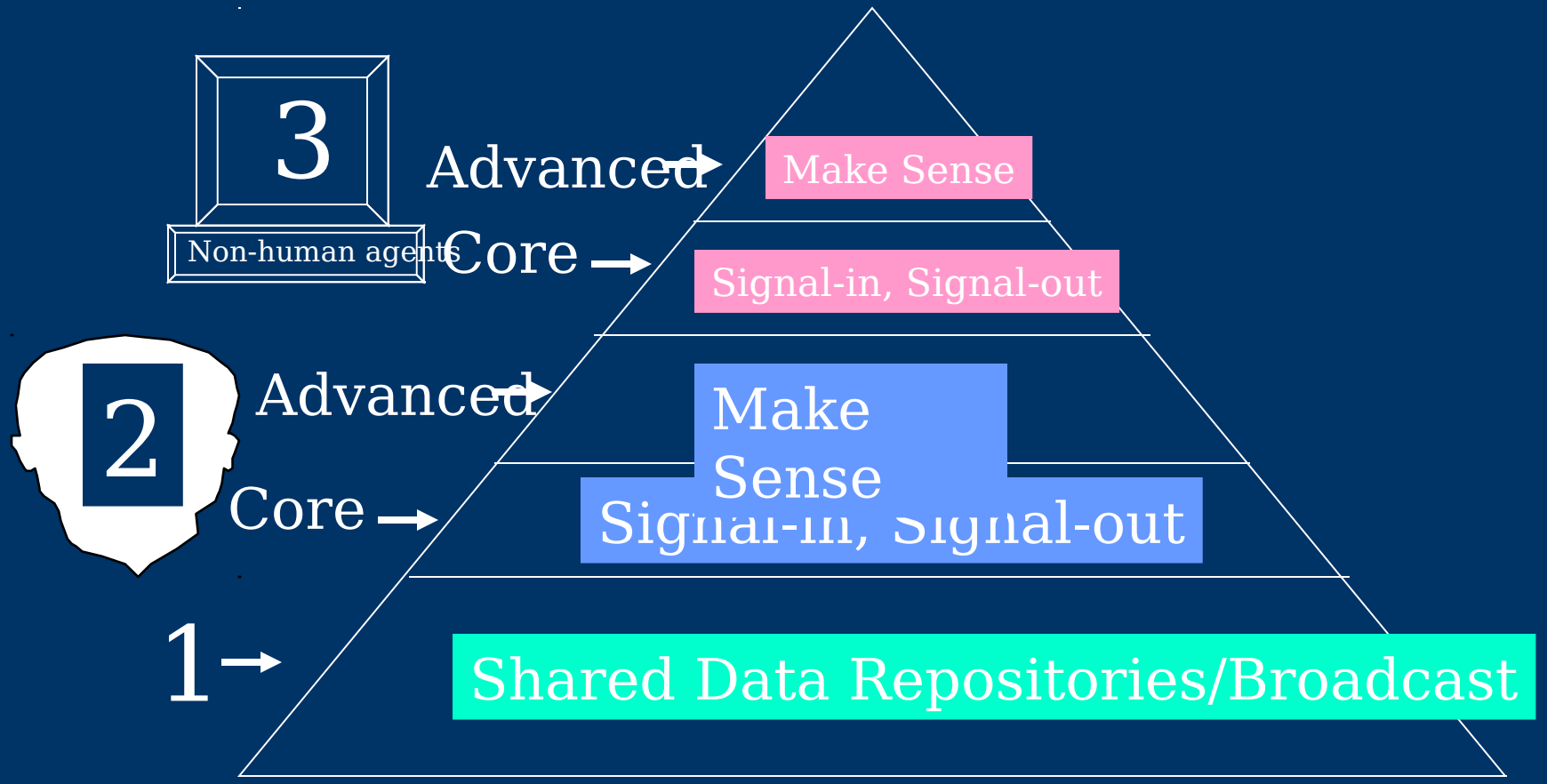
Multi-level Sensemaking



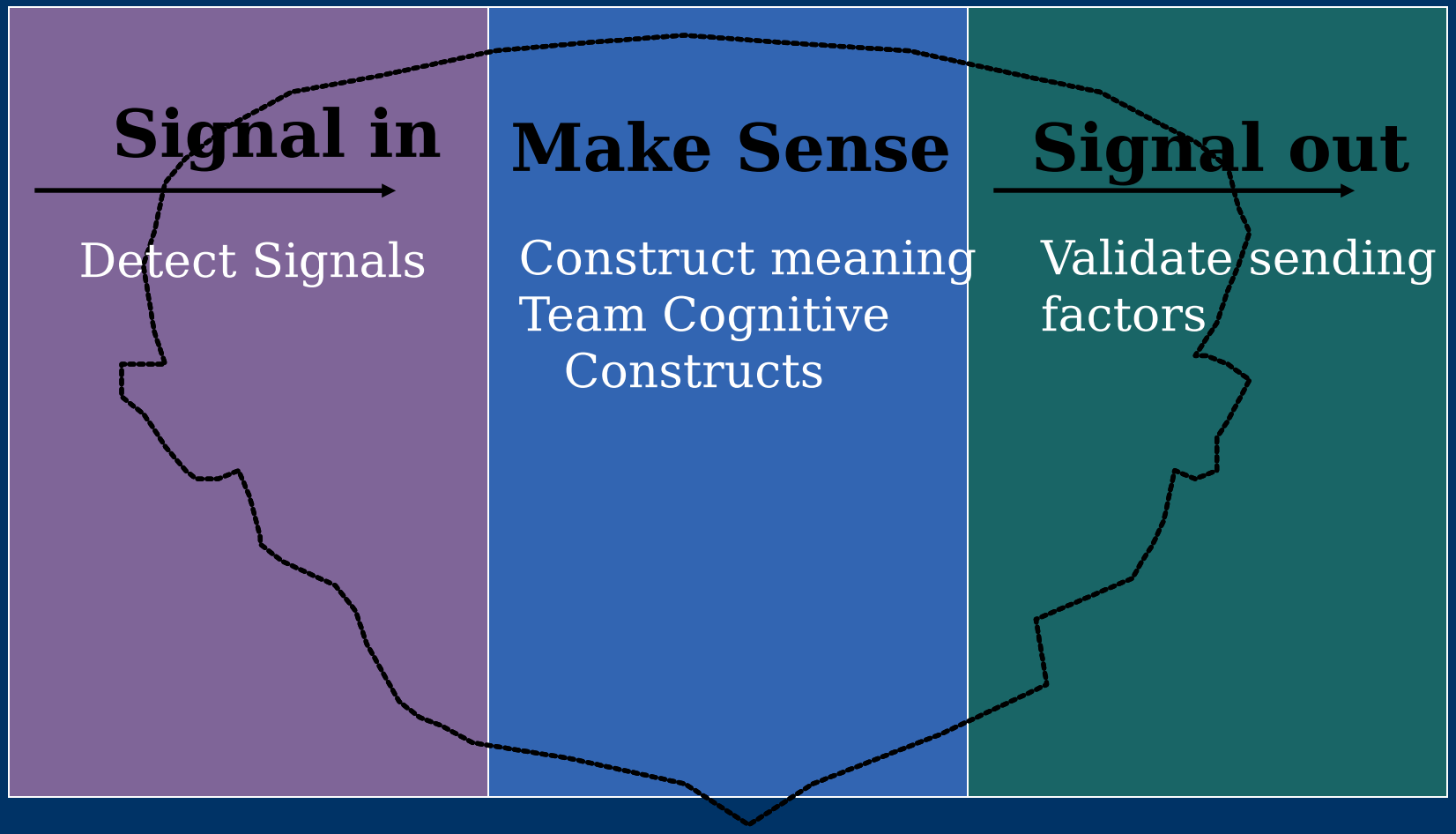
Collaboration Envelopes™



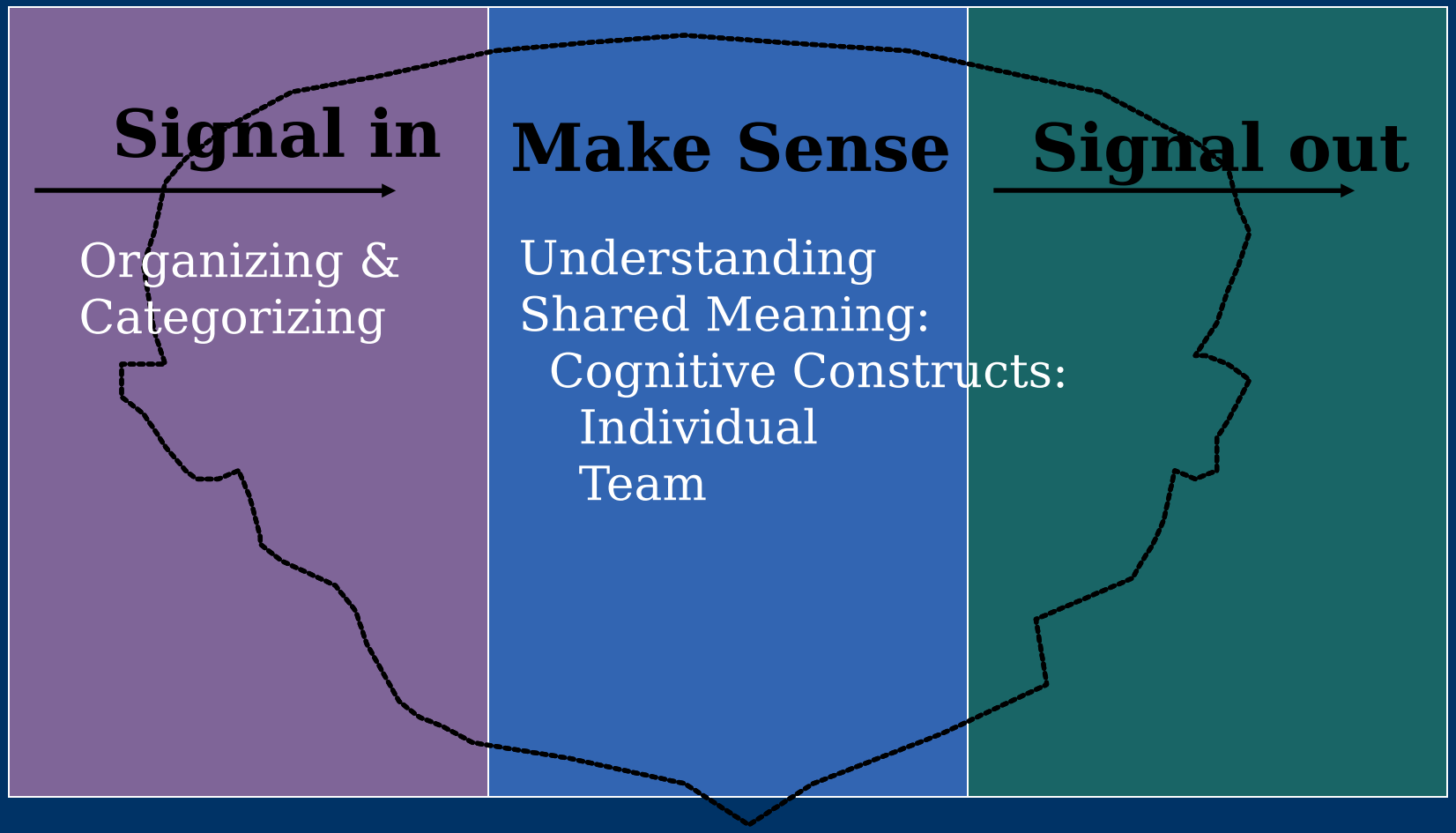
Collaboration Envelope™ Levels



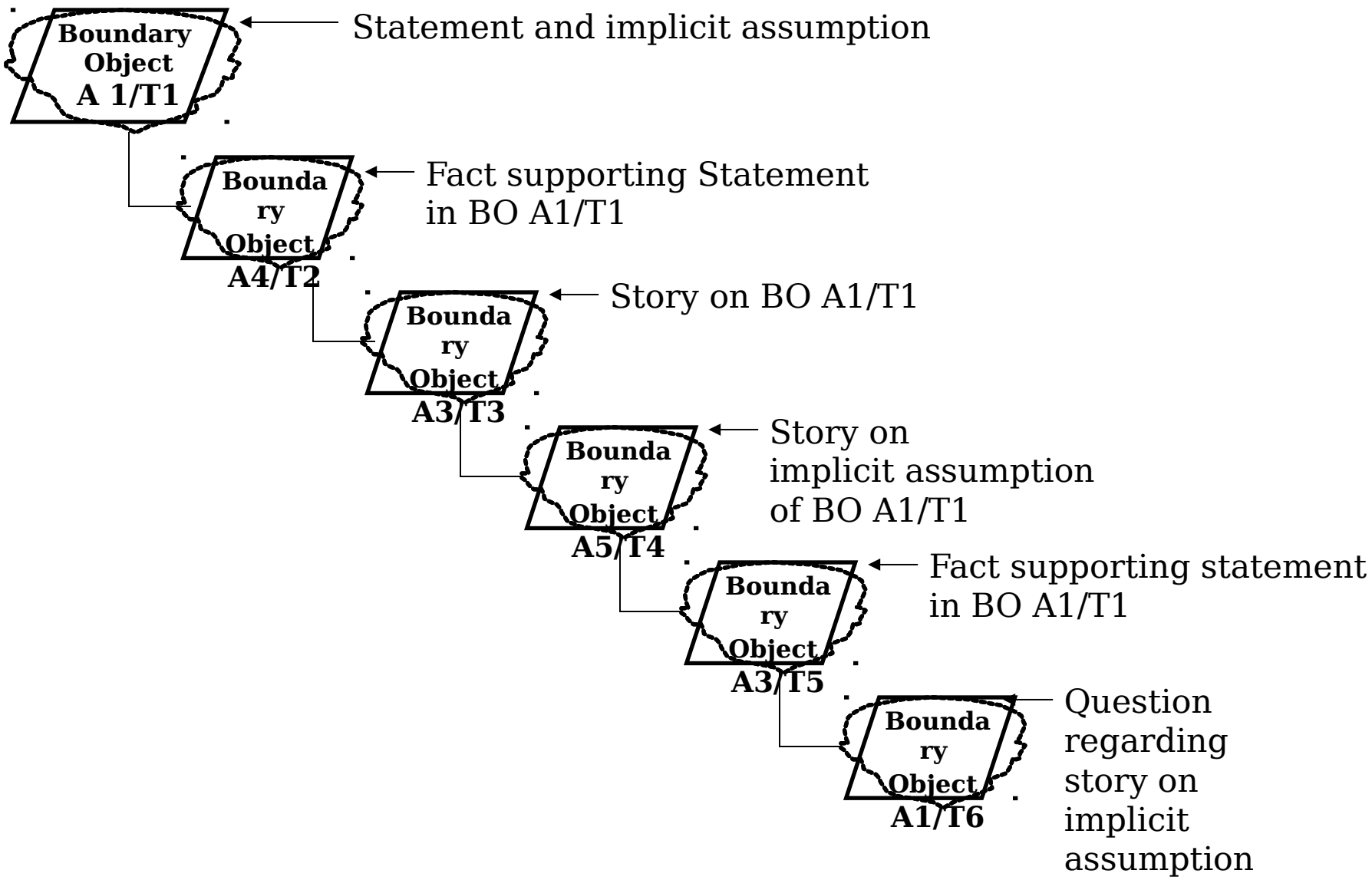
Work To Date


Signal in
Detect Signals
Make Sense
Construct meaning
Team Cognitive Constructs
Signal out
Validate sending factors

Up Next: Augmenting Sensemaking Conversations

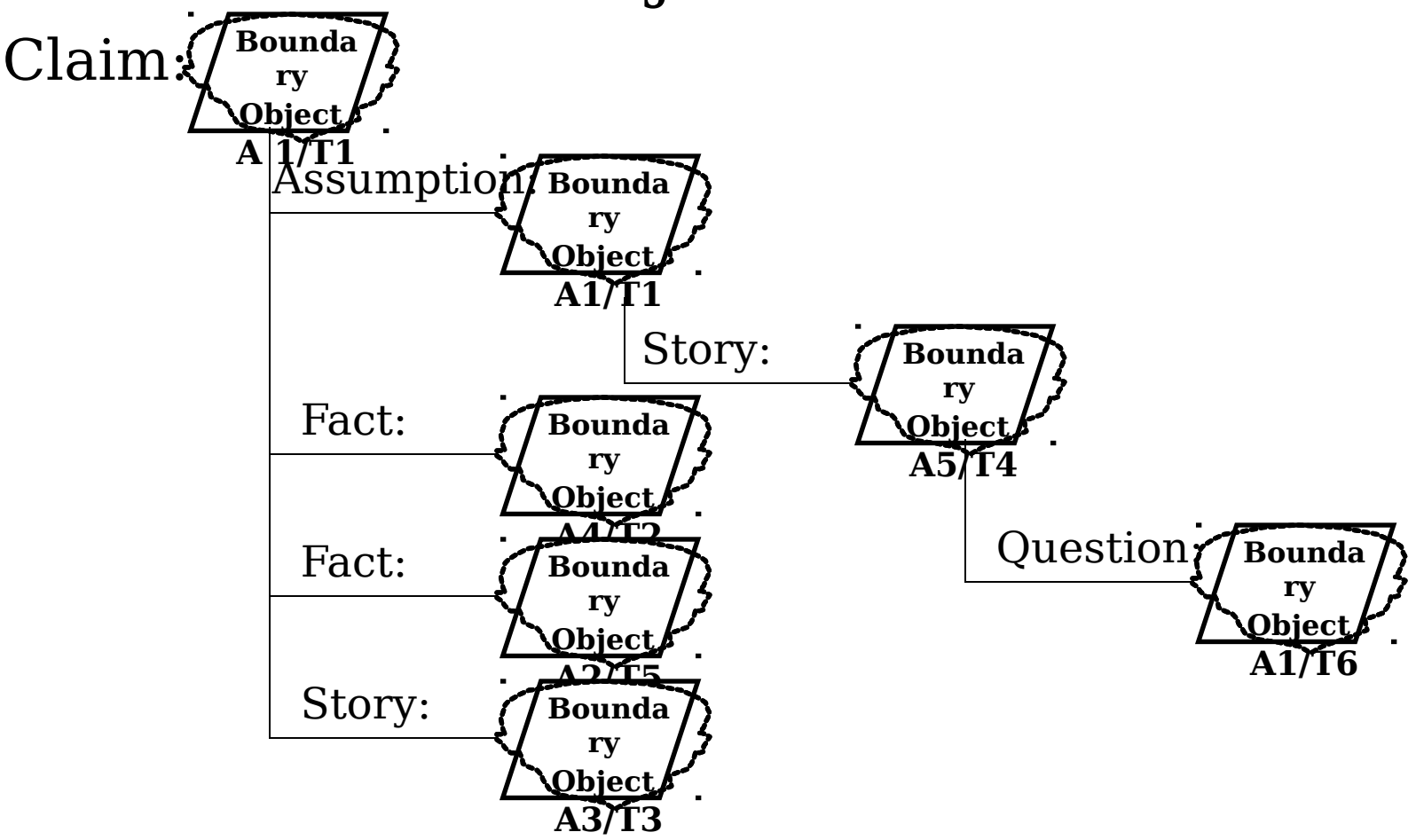


Typical Sensemaking Conversation

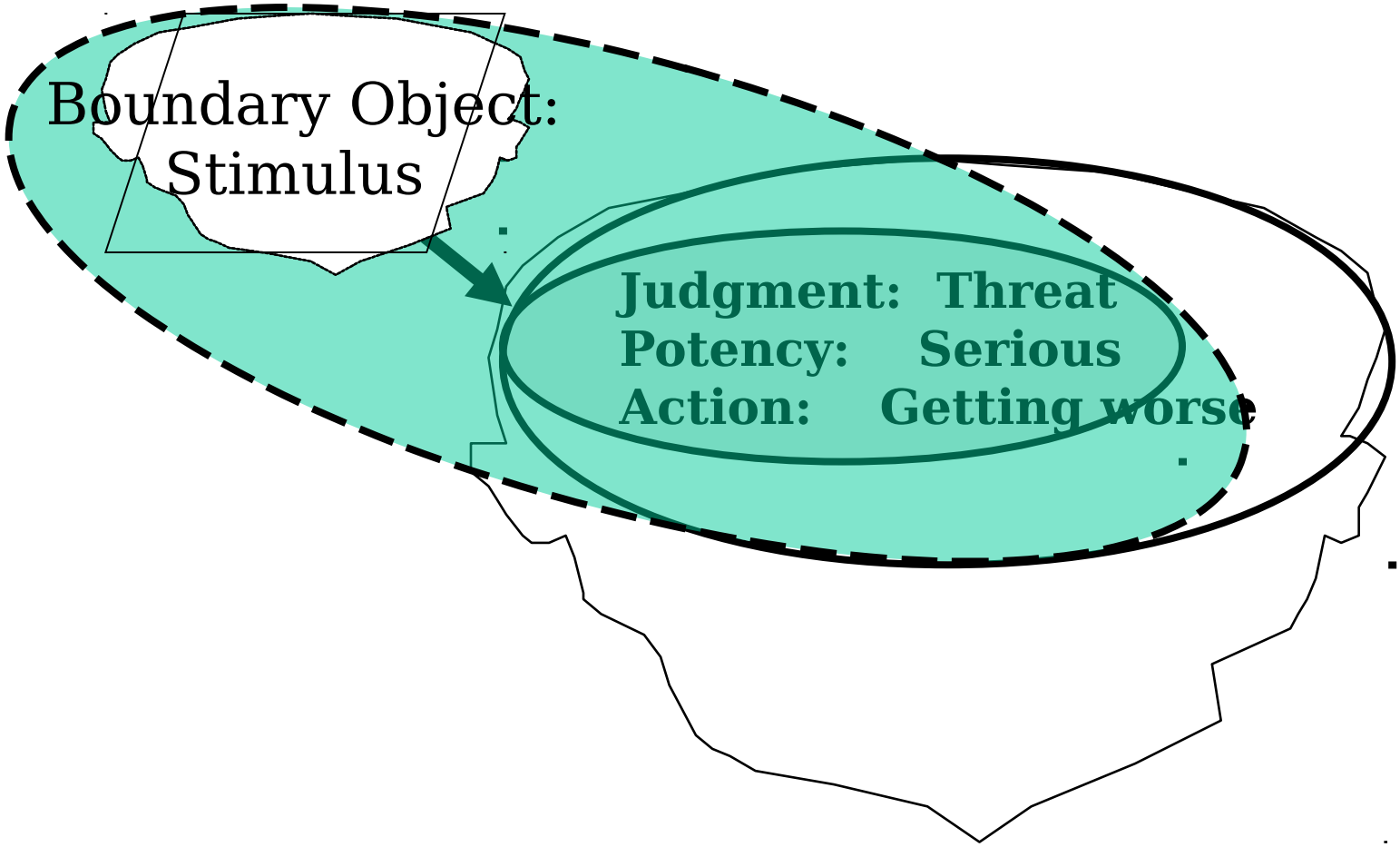

Boundary Object A 1/T1
Statement and implicit assumption
Boundary Object A4/T2
Fact supporting Statement in BO A1/T1
Boundary Object A3/T3
Story on BO A1/T1
Boundary Object A5/T4
Story on implicit assumption of BO A1/T1
Boundary Object A3/T5
Fact supporting statement in BO A1/T1
Boundary Object A1/T6
Question regarding story on implicit assumption

Mitigating Working Memory Limitations:

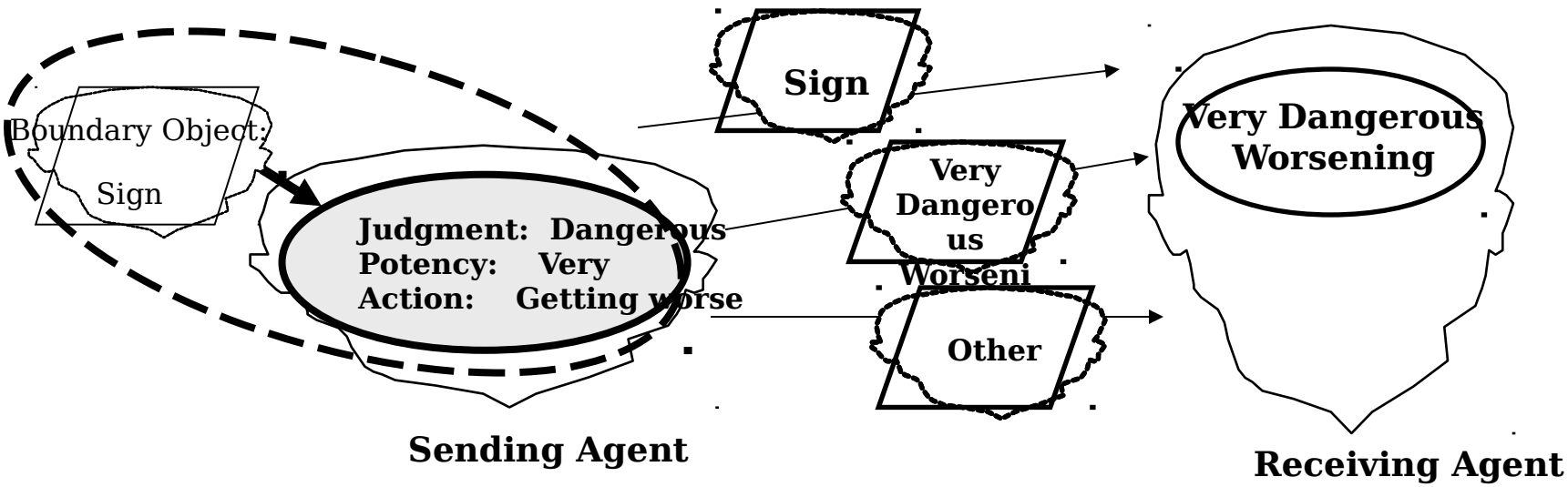
Organizing and Categorizing Boundary Objects



Constructing Meaning



Constructing Shared Mea



Cases: Receiving Agent:

- has similar expertise to sending agent:
  - > Other BO = facts
- has deep experience of the sign
- does not have expertise or does not share sign
  - > Other BO = story
- holds implicit trust in sending agent

Summary

- Sensemaking:

  (Discover + Make Sense), Act
- Individual and Multi-level Linkages
- 3 Levels of Collaboration Envelopes™
- Next Focus: Augmenting Sensemaking Conversations